

HOPWA Service Directive

The Service Directive provides Housing Opportunities for Persons with AIDS (HOPWA) program staff with guidance on appropriate categorization of HOPWA contracted services. The Service Directive contains all contracted service types with their corresponding definitions as well as non-exhaustive lists of examples to be used for contract reporting purposes in chart documentation and eCOMPAS accordingly.

HOPWA services must be reported in eCOMPAS with accompanying progress notes in the consumer chart. Services should be based upon the consumers' individualized service plan and information collected during the Assessment/Reassessment. All services must be conducted face-to-face, apart from some Advocacy encounters, or unless there are extenuating circumstances which require prior approval from DOHMH.

Service Type	Definition	Examples
Advocacy – Entitlements	<p>Support a consumer to obtain and maintain access to benefits or entitlements.</p> <p>These entitlements may include but are not limited to:</p> <ul style="list-style-type: none"> - HIV/AIDS Services Administration (HASA) - Public Assistance (PA) - Supplemental Security Income (SSI) - Social Security Disability Income (SSDI) 	<ul style="list-style-type: none"> • Assisting a consumer prepare and gather eligibility documentation. • Contacting case workers regarding eligibility and/or existing benefits or entitlements. • Assisting a consumer with recertification processes. • Requesting documentation for benefits or entitlements verification.
Advocacy – Health Care	<p>Support a consumer to obtain, schedule or maintain health care services.</p> <p>These health care services may include but are not limited to:</p> <ul style="list-style-type: none"> - Medical - Dental - Home Health Care - Mental Health - Nutrition 	<ul style="list-style-type: none"> • Connecting a consumer to a health care provider, including but not limited to those described in the Definition list. • Requesting documentation on behalf of a consumer such as lab results or medical provider note from a health care provider. • Assisting a consumer schedule an appointment with health care providers.

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	<ul style="list-style-type: none"> - Substance Use/Treatment Adherence 	
Advocacy – Housing	<p>Assist a consumer with housing, housing stability and housing-related services.</p>	<ul style="list-style-type: none"> • Working with landlords/real estate brokers/management companies to obtain housing units on behalf of HOPWA consumers. • Negotiating leases with landlords to ensure rents do not exceed HUD’s annual Fair Market Rent (FMR) guidelines. • Requesting housing repair issue(s) on behalf of a consumer. • Inspecting a potential apartment for suitability on behalf of consumer prior to consumer viewing unit.
Advocacy – Other	<p>Assist a consumer obtain and/or maintain services other than those related to entitlements, health care, and housing.</p> <p>Additional activities include:</p> <ul style="list-style-type: none"> - Complete apartment inspections (SPH & HPA only) and online reviews of building and apartment violations. - Conduct follow up on outstanding issues to service providers, landlords, difficult to engage consumers, etc. <p><i>A limited number of follow up services should be reported and not be the majority of the total amount of Advocacy services reported for the month.</i></p> <p><i><u>Please note:</u> Scheduling or reminders about home visits, escort appointments, CAB meetings, etc cannot be reported as Advocacy-Other or another type of service.</i></p>	<ul style="list-style-type: none"> • Assisting a consumer obtain or maintain services such as access-a-ride, job training, food pantry, legal services, childcare, etc. • Conducting housing inspections and online reviews of apartments and buildings including: <ul style="list-style-type: none"> - Completing an inspection of an apartment to ensure the unit and the building are habitable, safe and satisfactory per HOPWA Housing Quality Standards (HQS) requirements. - Conducting online reviews of apartment and building violations prior to placing a consumer in a unit using the following online databases: Department of Buildings (DOB), Housing Preservation & Development (HPD) and Environmental Control Board (ECB). • Follow up encounters include: <ul style="list-style-type: none"> - Reaching out to difficult to engage or challenging consumers about appointments (e.g. home visits, medical appointments, etc.), lab results, case conferences, and program requirements (e.g. reassessments and service plan completion). - Reaching out to a health care provider on behalf of a consumer regarding outstanding medical or lab documentation.

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		<ul style="list-style-type: none"> - Following up with a landlord on behalf of the consumer to assess status of a previously requested and outstanding repair issue.
Apartment Inspections	<p>Perform apartment inspections to assess the habitability of a housing unit and verify consumer occupancy. Staff should ensure housing units meet federal, state, and local Housing Quality Standards (HQS). Program staff must perform an initial housing inspection at the point of consumer program enrollment and an annual inspection, thereafter.</p> <p><i>Reportable service for Rental Assistance Program only.</i></p>	<ul style="list-style-type: none"> • Conducting an inspection of a housing unit to ensure all rooms in the unit as well as building common areas are habitable, safe and satisfy federal, state and local HQS standards.
Assessment/Reassessment	<p>Perform a complete evaluation of the consumer's overall health and well-being. The assessment is the initial evaluation at the point of enrollment and the reassessment builds on what was captured in the original assessment.</p> <p>Topics include:</p> <ul style="list-style-type: none"> - General Demographics and changes - Healthcare status - Housing Status - Financial resources and changes - Mental health - Substance use - Education/Employment - Support systems (e.g. family, friends) <p><i>Initial Assessments must be completed within 30 days of program enrollment. A Reassessment must be completed every 90 days, thereafter.</i></p>	<ul style="list-style-type: none"> • Documenting changes to the consumers' household size, income, and employment status. • Assessing a consumer's need for mental health, including behavioral health, and substance use services. • Assessing and documenting a consumer's linkage to primary care, adherence to medication, viral suppression, and hospitalizations. • Assessing a consumer's unmet needs, such as food and nutrition or employment training, in order to provide suitable referrals

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<p>Escorts – Entitlements and Housing</p>	<p>Accompany a consumer to an off-site appointment related to entitlements (i.e., PA; SSI/SSDI; HASA; etc.) or housing. The purpose of accompanying a consumer is to ensure compliance with the appointment, provide advocacy, and/or ensure transport services.</p> <p><i>Escort times entered in eCOMPAS cannot exceed 4 hours.</i></p>	<ul style="list-style-type: none"> • Accompanying a consumer to apply or recertify for benefits and/or entitlements. • Accompanying a consumer to appeal the denial of benefits and/or entitlements. • Accompanying the consumer to view potential apartments.
<p>Escorts – Health Care</p>	<p>Accompany a consumer to an off-site appointment related to health care services. The purpose of accompanying the consumer is to ensure compliance with the appointment, provide advocacy, and/or ensure transport services.</p> <p><i>Escort times entered in eCOMPAS cannot exceed 4 hours.</i></p>	<ul style="list-style-type: none"> • Accompanying a consumer to an off-site appointment such as a primary care provider or specialist (i.e., internal medicine, OB/GYN, cardiologist; pulmonary; etc.); substance use treatment program; psychotherapist; etc.
<p>Health Promotion and Education (Individual or Group)</p>	<p>Provide educational and informational sessions on health-related topics to consumers. Counseling is conducted in order to equip consumers with knowledge and skills to make informed decisions about their health and well-being.</p> <p><i>Individual or Group services can be provided. Group sessions must include at least three or more HOPWA consumers.</i></p>	<ul style="list-style-type: none"> • Conducting education and counseling sessions regarding: <ul style="list-style-type: none"> - General health and nutrition. - Adherence to HIV medication. - Strategies to achieve and maintain viral suppression. - Benefits for getting into and remaining in care. • Conducting education and counseling sessions on tools/strategies to: <ul style="list-style-type: none"> - Improve provider and patient relationships. - Reduce risky behaviors. <p><i>Please note: Reminders to take medications and attend appointments are not considered a Health Promotion and Education service.</i></p>

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Housing Readiness Workshop (Group)	<p>Provide group presentations to consumers to increase their knowledge and awareness of strategies they can employ to obtain and/or maintain supportive and independent housing.</p> <p><i>Group presentations must include at least three or more HOPWA consumers.</i></p>	<ul style="list-style-type: none"> • Presentation topics to consumers may include: <ul style="list-style-type: none"> - Understanding of housing options (e.g., congregate, scatter-site, permanent, transitional, independent, Section 8, Senior Housing). - Searching for a unit. - Understanding lease terms and tenant rights. - Building and maintaining solid relationships with realtors and brokers. - Completing housing applications. - Developing effective communication and financial management skills.
Independent Living Skills	<p>Deliver skills building counseling sessions to consumers to maximize their independence and strengthen their coping and self-advocacy skills. To best support individual needs, a comprehensive assessment of the consumer should be conducted first to identify, strengths and weaknesses in performing activities of daily living (ADL).</p>	<ul style="list-style-type: none"> • Conduct counseling sessions related to: <ul style="list-style-type: none"> - Medication management. - Task completion. - Communication and interpersonal skills. - Transportation skills. - Reduction/elimination of disruptive behaviors. - Problem solving skills. - Money management skills and living within a budget. - Vocational skills. - Household maintenance skills (e.g., grocery shopping, housekeeping). • Conduct counseling and information sessions on maintaining program compliance with a focus on HOPWA program policies and requirements, including annual recertifications (e.g., Resident Rent Calculator Worksheets, income documentation, Subleases, HIPAA/consents, HQS inspections, etc.).
	<p>Provide psychotherapy to a consumer diagnosed with mental illness disorder(s).</p>	<ul style="list-style-type: none"> • Evaluating the mental health needs of consumer with history of mental health diagnosis and developing goals, plans, and connecting consumer to resources. • Completing a psychosocial assessment.

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<p>Mental Health Counseling (Group and Individual)</p>	<p><i>Individual or Group services can be provided. Group sessions must include at least three or more HOPWA consumers.</i></p> <p><i>The provision of mental health counseling is limited to a licensed psychiatrist; licensed psychologist (i.e., Ph.D., Psy.D.); licensed mental health counselor (LMHC); licensed clinical social worker (LCSW); master in counseling and/or psychology under the supervision of a licensed LMHC or licensed psychologist; or a licensed master social worker (LMSW) under the supervision of a LCSW, licensed psychologist or psychiatrist.</i></p> <p><i>All service providers must be licensed by the New York State Education Department – Office of the Professions in one of the above-referenced professions. A psychiatrist must also be Board-certified in psychiatry by The American Board of Psychiatry and Neurology. Refer to Program Policy Guidance 2014_01 Mental Health Counseling Services for additional information concerning group composition and reporting.</i></p>	<ul style="list-style-type: none"> • Assessing consumer’s barriers to mental health treatment and treatment adherence. • Assisting a consumer in a mental health crisis and ensuring the consumer receives the appropriate follow up treatment. • Implementing and examining status of assessment-based treatment plans.
<p>Referral</p>	<p>Assist consumers identify and contact a resource/service provider that can address an unmet need or problem.</p> <p><i>A referral should include an appointment or related linkage activity scheduled for a service provider/resource.</i></p>	<ul style="list-style-type: none"> • Contacting social service providers (i.e. legal services, food pantry services, substance use services, etc.) to gather information for the consumer; schedule an appointment for the consumer; and follow up on the referral. • Documenting and following up with the consumer and/or service provider about the outcome of the referral and whether needs have been addressed.
<p>Service Plan Development/Update</p>	<p>Identification, development, and update of long-term and short-term goals and the action steps (including timeframes) necessary to achieve</p>	<p>Service Plan goals may include:</p> <ul style="list-style-type: none"> • Attend all primary care appointments.

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	<p>these goals. Service Plans should be developed collaboratively between the consumer and staff and be based upon needs identified in the Assessment/Reassessment.</p> <p><i>Service Plans should be developed within 30 days of program enrollment and every 90 days thereafter.</i></p> <p><i>All Service Plans must contain a housing and a medical goal.</i></p>	<ul style="list-style-type: none"> • Attend group substance use counseling sessions on a bi-weekly basis. • Adhere to medication regimen in order to reach viral suppression within the 3 months. • Consumer to make themselves available during forthcoming home visits. • Search for employment opportunities. • Enroll in college courses before the start of the school semester.
<p style="text-align: center;">Substance Use Counseling (Group and Individual)</p>	<p>Provide counseling to consumers to address issues related to the dependence and/or misuse of alcohol, tobacco, and other drugs. This includes but is not limited to using a harm reduction approach for reducing the harm associated with the use of alcohol, tobacco, and other drugs.</p> <p><i>The provision of substance use counseling is limited to a credentialed individual such as a Credentialed Alcoholism and Substance Abuse Counselor (CASAC). Refer to Program Policy Guidance 2009_004 Group Services for additional information concerning group composition and reporting.</i></p> <p><i>Note: Sobriety/clean time is not a prerequisite for program enrollment or a program requirement, nor can consumers be terminated from the program if they engage in substance use.</i></p> <p><i>Individual or Group services can be provided. Group sessions must include at least three or more HOPWA consumers.</i></p>	<p>Deliver Substance Use Counseling sessions, including but not limited to:</p> <ul style="list-style-type: none"> • Providing counseling to address a consumer’s barrier(s) to sobriety. • Assisting a consumer in a crisis and ensuring the consumer receives the appropriate follow up treatment. • Completing a psychosocial assessment. • Implementing and reviewing status of assessment-based treatment plans.

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<p>Supportive Counseling (Individual or Group)</p>	<p>A cooperative process between the program staff and consumer to identify sources of difficulties or concerns that the consumer is experiencing. Together, the staff person and consumer develop ways to address issues, so the consumer has new skills and increased understanding of themselves and others.</p> <p><i>Supportive counseling excludes mental health, and substance use counseling; it should not be provided in lieu of mental health and/or substance use counseling for persons diagnosed with a mental health disorder(s). However, supportive counseling may be provided in concert with mental health and substance use services, when necessary.</i></p> <p><i>Individual or Group services can be provided. Group sessions must include at least three or more HOPWA consumers.</i></p>	<p>Counseling encounters may be related to:</p> <ul style="list-style-type: none"> • Provision of support for relationship issues, family problems, grief, health issues, housing and/or employment instability, etc. • Discussions around reducing risky behaviors, developing coping strategies, etc. • Treatment adherence support to achieve viral suppression.
<p>Unsuccessful Follow-Up</p>	<p>Unsuccessful attempts by staff to:</p> <ul style="list-style-type: none"> - Establish contact and reach consumers - Outreach to consumer’s providers (e.g. medical, social service, landlord, etc.) - Provide escort services <p>In cases where staff travels to the consumer’s home (i.e., home visit), the agency can report the travel time to/from the consumer’s home and the office. The same is also true for escort attempts (i.e., Escorts – Entitlements and Housing and Escorts – Healthcare).</p> <p><i>Unless home visits or escorts, multiple attempts made by the program by telephone for a single</i></p>	<p>Unsuccessful attempts that can be reported as a service include:</p> <ul style="list-style-type: none"> • Attempt to conduct a home visit, however, the consumer is not home, denies entry or unable to see staff. • Consumer is a no-show for an escort service to a medical and/or entitlement appointment, service provider, or apartment viewing. • Attempt to leave a voicemail message for a <u>consumer</u> but unable to do so (i.e., phone is no longer in service; attempt to call consumer but consumer does not answer, or consumer’s voicemail service is not working/not set up). <i>This service can only be reported once during a given month for a single consumer for a particular event.</i> <i>If able to leave a voicemail message, then the service would be reported as Advocacy-Other.</i>

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consumer (or service provider, landlord) for a particular event can only be reported once during a given month. Along with the single reported service, the multiple attempts for that particular event should be summarized in one progress note.

- Attempt to leave a voicemail message for a service provider but unable to do so (i.e. phone no longer in service, voicemail is not working/not set up, etc.) *This service can only be reported once during a given month for a single consumer for a particular event. If able to leave a voicemail message, then the service would be reported as Advocacy-Other.*